

# eBook Circulation Louisville Free Public Library

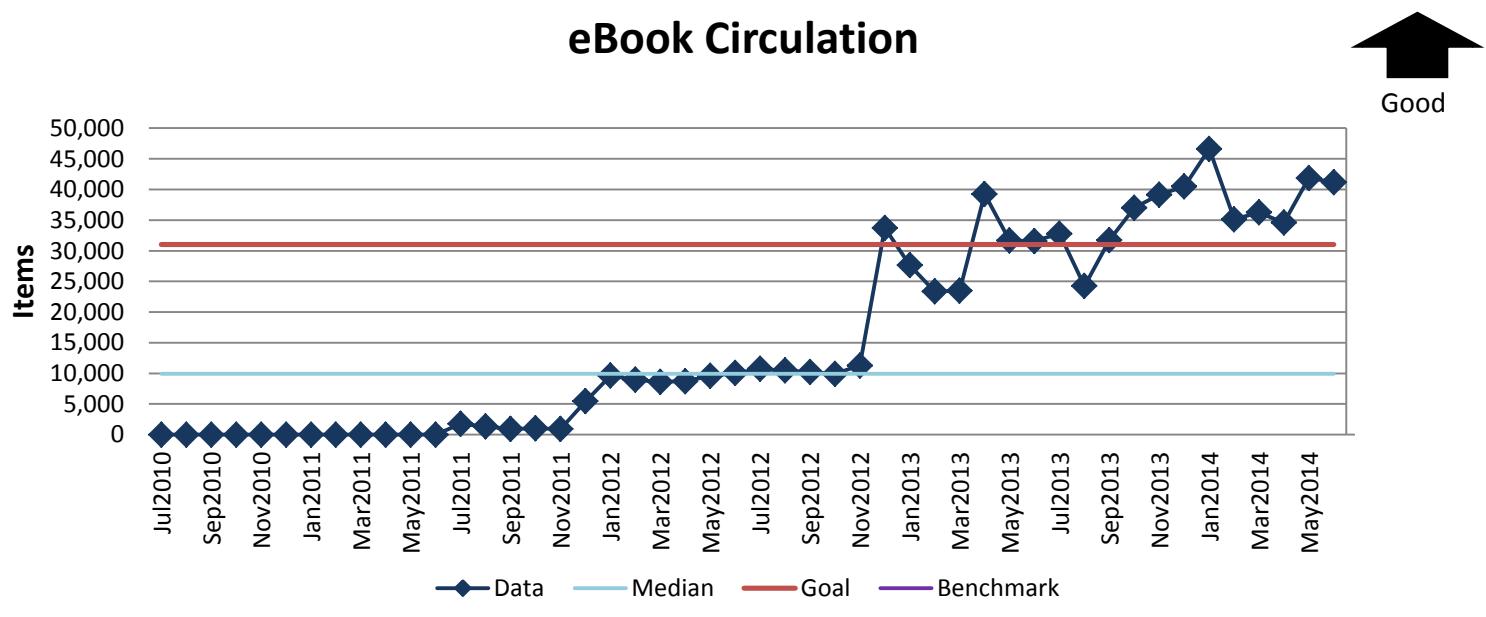


KPI Owner: Lisa Sizemore

Process: Downloadable Materials

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary	
Baseline: CY 2012 median = 9,980 items		Data Source: LFPL Monthly Report	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions	
Goal: By July 31, 2014 increase by 4% over average monthly circulation for last 12 months.		Goal Source: LFPL Strategic Plan	Measurement Method: Monthly sum of downloadable materials checked out by patrons, data collected from vendor reports	
Benchmark: TBD		Benchmark Source: TBD	Why Measure: To continually increase eBook circulation	
Next Improvement Step: Evaluate progress and establish a new goal.				
How Are We Doing?				
Jul2013-Jun2014 12 Month Goal	Jul2013-Jun2014 12 Month Actual		Jun2014 Goal	Jun2014 Actual
<b>372,000</b>	<b>441,065</b>		<b>31,000</b>	<b>41,192</b>
Items	Items		Items	Items

## eBook Circulation



## Survey Results of Root Causes

